

573.6 (c) (6) - Chronology of Events (Recall H404)

During a Plant Quality sample audit, a US vehicle was identified as having the wrong specification of tailgate mounted lamps fitted for the market it had been built for, resulting in part of the rear indicator not being illuminated correctly.

Following the discovery of this vehicle, Plant Quality initiated a stop-ship on April 20, 2022, to contain and inspect vehicles potentially affected.

The plant-based teams were assigned responsibility for the investigation and were tasked to define the scope of this issue, determine the root causes and report the status to the PSCC (Product Safety & Compliance Committee). They reported their initial findings to the PSCC on April 27, 2022.

At the PSCC of April 27, 2022, the scope of this issue was discussed as well as the status of the Vehicle Assembly Plant inspection of vehicles in the plant through use of CCTV footage to determine any non-conforming vehicles.

Through May, 2022, the plant continued to inspect video records for vehicles built, to qualify the specification of lamps fitted to vehicles where video records were available. This identified that the scope of this issue was not limited to vehicles built for sale in the US alone and that the Vehicle Assembly Plant team was not able to qualify vehicles where no video records existed or where the state of the lamps was unclear from the videos.

The plant was requested to understand the full scope of potentially affected vehicles and determine how vehicles could have been built to the incorrect specification. On July 6, 2022, the plant reported back that a change in tailgate lamp specification had been implemented starting at 21MY, however, sufficient controls were not introduced at that time to control the specification of tailgate lamp for installation during tailgate sub-assembly.

At the PSCC of July 13, 2022, the scope was discussed along with exposure and vehicle disposition confirmed. Based on the feedback provided, the PSCC progressed the issue to the Recall Determination Committee (RDC) for review.

The RDC reviewed the issue on July 14, 2022, and concluded that it represented an unreasonable risk to safety and a voluntary safety recall should be conducted to inspect vehicles tail lamps and where necessary replace lamps for the correct specification.

There have been no reported accidents, injuries or fires as a result of this concern.